

Grenfell Tower Memorial Commission Meeting

10th November 2020

Attendees

Memorial Commission

Thelma Stober (meeting chair) Michael Lockwood

Community Representatives

(Bereaved Representatives) (Survivor Representatives¹) (Lancaster West
Sandra Ruiz Abraham Abebe Representatives)
Hanan Wahabi Susan Al-Safadi
Andrea Newton

Secretariat

Grenfell Tower Memorial Commission Secretariat (4 individuals)

Other

Kaizen Team (3 individuals who attend for Communications and Engagement update)

MHCLG (2 individuals for entire meeting, 2 individuals for Client Enabler Role and Securing Experts, 3 individuals for Communications and Engagement update and 2 individuals for Site Update)

Meeting Purpose

The twentieth meeting of the Memorial Commission to consider and agree the Commission's approach for procuring technical services, hear updates from Kaizen and MHCLG on community engagement and an update from Grenfell Site & Programme Directorate (MHCLG). This meeting was previously scheduled to take place on Wednesday 4th November but was rescheduled due to the Metropolitan Police arranging an urgent meeting with families in relation to the Inquiry.

Opening

- A one-minute silence was held at the start of the meeting.
- It was confirmed that the meeting was quorate.

Progress Update

- The Secretariat provided an update on the Actions Log, noted three actions are paused due to Covid-19. Two actions require an update from the Commission:

¹ For the purposes of the Memorial Commission, this refers to former residents of Grenfell Tower and Grenfell Walk.

- Secretariat to seek approval from the Commission to publish representatives' names and photos on Memorial Commission website
- Secretariat to seek agreement for Kaizen to contact representatives directly
- All other actions are ongoing.
- Thelma requested that the two actions requiring updates from the Commission are closed, which was agreed. The representatives had made clear in previous discussions they want to engage with Kaizen. There had also been discussions about publishing representatives' names and photos on the Memorial Commission website and this has been agreed. The Commission made a commitment to being transparent. The Secretariat will send a further email to representatives to reflect these conversations and note their agreement is assumed. The Secretariat also agreed to provide Kaizen with the representative's contact details. Thelma expressed the importance of representatives meeting with Kaizen to share their experience.
- The Secretariat presented the work plan and updated that the risk register was the final governance issue outstanding under Phase 2 and was being covered at this meeting. Introductory meetings with bereaved families began in October 2020 and are set to continue into January 2021 with meetings being opened up more widely to include survivors, local residents and the wider community.
- Fact finding research meetings with other memorials will be restarted in December 2020 or January 2021.
- It was agreed a longer agenda item will be added to December's Memorial Commission meeting to consider and agree the workplan and risk register.
 - Action:** Secretariat to close two actions which required updates from the Commission.
 - Action:** Secretariat to share representatives' contact details with Kaizen.
 - Action:** Secretariat to email representatives to advise names and photos will be published on the Memorial Commission.
 - Action:** Secretariat to add a longer agenda item to December's meeting to consider and agree the workplan and risk register.

Update from the co-chairs

- Michael updated that he and Thelma had positive meetings with Ward Councillors, Nick Hurd and Baroness Elizabeth Sanderson, and Faith Leaders.
- Michael and Thelma agreed to have regular update meetings with Ward Councillors and the Faith Leaders. These meetings will be reported to the Commission meetings
- Michael noted the Faith Leaders were supportive and keen to help the Commission and to make sure the work the Commission is doing is communicated to their congregations. They were also keen to meet with Kaizen, the community engagement specialists. The Faith Leaders want to work with the community to bring different religious aspects together into the

development of the memorial and spoke about holding a vigil to bring people together.

- The Secretariat have developed a risk register which was presented in a visual format highlighting the 5 key risks. The Secretariat agreed to send out the full risk register to Commission members with the December meeting papers to allow time for everyone to consider the risks and raise any issues. It was agreed the risk register would be reviewed monthly at each Memorial Commission meeting.
- One representative suggested publicly sharing the points that have been raised and are being addressed to provide reassurance that the Commission are listening and mitigating any worries and/or concerns from the community. This was supported by all. The Secretariat agreed that a statement could be published on the Memorial Commission website to help with increasing the Memorial Commission's promise of transparency.
- Thelma requested representatives review the risk register and share any additions, changes or emerging risks they are aware of and think should be added with the Secretariat by email.
Action: The Secretariat to share the risk register with the Commission with the December meeting papers.
- **Action:** Community Representatives to review the risk register and share any additions, changes or emerging risks they are aware of and think should be added with the Secretariat by email.
- **Action:** The Secretariat to develop a risk statement for the Memorial Commission website.

Client enabler role and securing experts – Report 3

- MHCLG set out two options for the Commission to secure a client enabler to provide technical services, such as project management, costings and design advice. The first option was for MHCLG to start a new procurement on the Commission's behalf. The second option is for the Commission to use a company with an existing contract with MHCLG. A number of representatives expressed their preference to have a new procurement (option 1) so that they can be fully involved in the procurement process from the outset and as independent as possible.
- The Commission agreed to Option 1 – a new procurement to select a client enabler function

Communications and Engagement update

- The Commission shared their reflections on recent meetings with bereaved individuals which had been really positive. Two more meetings are being arranged for November. Thelma added that these meetings are very important, that the Commission sees engagement with individuals as fundamental to our work, and that the meetings will be on a regular monthly basis going forward and will be expanded in future to include former residents and those living on Lancaster West. The purpose of these meetings are to

listen to peoples' views, ideas, suggestions, and concerns and for us to update them on the Commission's work.

- Kaizen updated they have had conversations with 800 people. Kaizen have had a limited number of conversations with bereaved and survivors to date, but the themes that have come out of these conversations were profound and similar to those which they have had in the community. Themes were identified by asking for 3 words to describe the memorial which have been grouped by Kaizen to form a word cloud. Kaizen also noted there was general agreement across conversations that the space is sacred; the memorial should have the names of those who lost their lives; and also, be a place for prayer and quiet remembrance. Kaizen also noted that there were several mentions of part(s) of the Tower could be kept as a reminder.
- Kaizen have spoken to nearly 200 people on the Lancaster West estate in the last two weeks. A Lancaster West representative noted that this is a good number in two weeks but that they recognise Kaizen should take every step to continue contacting everyone on the estate. Letters were sent by the Commission to Lancaster West residents notifying them of Kaizen's work. Another representative said it is important to be more proactive and find alternative ways to connect with the residents of Lancaster West estate, adding there are noticeboards in schools, block entrances and local shops. The Secretariat agreed to feed these options back to Kaizen to take on board, and arrange a meeting for the Lancaster West representatives, along with Kaizen, Lancaster West RA and the Neighbourhood team, to discuss further ideas to increase engagement on the estate. Kaizen welcomed the advice, expertise and local insight of the community representatives to help them make sure their engagement number grows going forward.
- A poster which Kaizen designed for the noticeboards on the Lancaster West estate will be shared with representatives.
- It was agreed that it is fundamental for the Commission to be able to reach more bereaved and survivors. The Commission will not achieve its objective if they are not able to give those groups as much opportunity as possible to share their views with Kaizen. The Commission has to do everything in its power to reach them.
- It was agreed the Commission will continue to reach out to bereaved and survivors to ensure they can feedback to Kaizen on the feel for the memorial whilst beginning to explore questions about what form the memorial could take.
- MHCLG gave recommendations on how Kaizen's early findings could be shared and used. The proposal to the Commission was to write to bereaved, survivors and Lancaster West residents to share initial views expressed so far to allow everyone, including those who have not responded so far, to see what is emerging and whether it is consistent with their own views. The Commission agreed this is a good way to show the Commission are making progress in a respectful way. Michael suggested using the word cloud Kaizen have produced from their conversations with people. One representative added that it would be good to include the thoughts that were gathered from

meetings held in the February 2020 events and present these together with Kaizen's word cloud. The Secretariat will review what was captured in February and share this with the Commission, and Kaizen. The word cloud will also be published on the Memorial Commission's website.

Action: The Secretariat to arrange a meeting for Lancaster West community representatives and Kaizen to discuss and agree ways to advertise Kaizen engagement on the estate to ensure all residents are being reached.

Action: The Secretariat to arrange for letters to be sent to bereaved, survivors and Lancaster West residents sharing initial feedback and inviting further views.

Action: further detail from Kaizen will be shared with the Commission for information, with the word cloud produced by Kaizen to be added to the Commission's website and shared with community groups (in English and translated).

Action: The Secretariat to provide the views that were captured during the Commission's February events and share these with Kaizen. Kaizen to include these views with those expressed to date and be presented together with the word cloud.

Site Update from Suzanne Kochanowski (MHCLG)

- Suzanne updated on ongoing site works and referred back to letters which were sent to bereaved, survivors and local residents in July.
- Kaizen are also seeking views on the future of the Tower for MHCLG. Similar to the discussion above in relation to views expressed to date, MHCLG hopes to playback initial views as well as to ensure clarity about decisions that would be taken in due course by MHCLG and the Commission. The Commission will work with the community to determine the future of the memorial and what the land will be used for; it is for the Government and Secretary of State to take a decision on the Tower. This is not within the remit of the Commission. Whilst the Commission is not responsible for the Tower, the Commission recognises the connections between their work. The Commission will be kept informed throughout the process and will continue to represent the wishes of the bereaved, survivors and local residents for the future of the tower.
- One representative raised concerns and had reservations about MHCLG sharing information on views of the Tower at a similar time to the Memorial Commission.

AOB

- The Secretariat updated that the new community representative joining the Memorial Commission has agreed and will go through the full induction process before attending a Memorial Commission meeting. Thelma asked that this induction process should include the new representative reading the latest papers that have been presented to the Memorial Commission. All representatives offered to support the new representative. Thelma and Michael also welcomed speaking with the new representative

- The update on Patrons will be made via correspondence.
- The Secretariat agreed to send out a further update on the communications resource by correspondence but agreed that the advert should be advertised locally and on the website.

Action: The Secretariat to update the Commission on Patrons via correspondence.

Action: The Secretariat to action the next steps on the communications resource role.

Next Meeting: 3rd December 2020

Meeting end.